

# CYPRES Service Bulletin C2 0113 FAQ - Updated November 2013

*Note: this FAQ will be updated on a regular basis.*

*If you have a specific question which is not addressed please email it to:*

*[info@cypres.cc](mailto:info@cypres.cc)*

- 1) Which units are affected by the CYPRES Service Bulletin?

*All units with a date of manufacture from 02/09 through 12/12.*

*As a result of our ongoing Quality Management Program we have to add some [additional numbers](#).*

*We ask you to compare your serial number with the list ([click for the list here](#))*

- 2) I don't know my CYPRES date of manufacture, what methods are there to find it?

*a) Check your reserve packing data card – some riggers record this information there.*

*b) Check your CYPRES 2 Test Certificate (received with your new CYPRES 2)*

*c) Calculate the DOM from the next maintenance due date by accessing the unit information (see page 25 of the [2013 CYPRES 2 User's Guide](#)).*

*d) Check the S/N label on the CYPRES processing unit (“black box”).*

*e) If you are still not sure, just email us your CYPRES 2 serial number (which can also be accessed via the unit information procedure on page 25).*

- 3) How can I tell if a CYPRES in the affected date range has been updated, and it is no longer necessary to perform the red button test?

*Part of the update includes a simpler way to access the Meter/Feet selection (reference section 4.4.5, page 24 of the [2013 edition of the CYPRES 2 User's Guide](#)). If the Meter/Feet selection can be accessed via the following method, the CYPRES has been updated and the Service Bulletin no longer applies:*

*a) Switch on the unit, as soon as the self-test has reached “0” press and hold the button*

*b) The flight counter will be displayed*

*c) The serial number will be displayed*

*d) The next maintenance date will be displayed*

*e) The current selection (Feet or Meter) is displayed*

*f) Let go of the button*

*If the Feet or Meter selection is NOT displayed after the next maintenance date, the 01-2013 update has not been applied to this CYPRES.*

- 4) I don't know my CYPRES serial number how can I find it?

*a) Switch on the unit, as soon as the self-test has reached “0” press and hold the button*

- b) *The flight counter will be displayed*
- c) *The serial number will be displayed*

5) My CYPRES is in the affected date range but is still responding. Can I send it in for the update now?

- a) *An early update (prior to maintenance due date) is not required, and you are encouraged to continue to use the “red light test”. In a follow-up to Service Bulletin C2 0113, beginning this month (July 2013), Airtec GmbH & Co. KG and SSK Industries, Inc. are accepting CYPRES units affected by the Service Bulletin for premature updates.*
- b) *“Send it in” means: open reserve, remove the CYPRES from the rig, ship it to Airtec or SSK, not have the CYPRES available for use for an undefined (unknown) period of time, ship back to owner, re-install into rig, repack reserve.*
- c) *This early update will be performed at no cost. However, if performed prior to the maintenance due date, the owner is responsible for all shipping, insurance, duty, taxes, etc. (both to and from Airtec/SSK).*
- d) *Because of the unknown rate of units that will be sent for the update, we are not able to confirm or guarantee a specific turn-around time.*
- e) *As soon as the returned 07/2011 – 12/2012 units are updated, we will announce when the next units are being accepted for the early update. This will continue until we reach the units that are due for 4-year maintenance.*

*!! Just to remind you, the 1,5 second click check per jump is the alternative to sending the unit in and is probably the more convenient one.*

*During the next maintenance the SB update will automatically be done without extra notice, extra time or extra costs.*

*The choice is yours.*

6) If my CYPRES 2 fails the red light test, can I go ahead and continue to jump with it? *Yes, however there is no benefit to continue jumping with a “non-responsive” CYPRES, as it will not save your life if needed.*

7) What happens if I forget to do the check before I board the aircraft?

*Since this phenomenon is extremely rare, the vast majority of “affected units” have absolutely NO problem. In the event that your CYPRES is “non-responsive” and you do not catch it, it is the same risk as if you forgot to switch it on prior to jumping.*

8) How was this problem discovered?

*As a result of user reports of CYPRES units that could not be switched off and stayed on for “days”.*

9) If my CYPRES becomes non-responsive, then what?

*Contact Airtec or SSK and we will organize the immediate repair or replacement of your CYPRES and ship a loaner if necessary. Shipping and repack costs will also be covered.*

- 10) If this condition were to occur with my CYPRES, can I just switch it off and try it again?  
*No, if the unit is non-responsive, it is NOT possible to switch it off manually and it will also NOT automatically switch off after 14 hours.*
- 11) My CYPRES unit is currently at Airtec or SSK for the 4-year, will it get the “update” even though it is a 2008 date of manufacture?  
*Yes, standard procedure is to apply ALL applicable updates during the maintenance. This is one of a number of the advantages to having a mandatory scheduled maintenance program. See the [CYPRES Maintenance Information](#) brochure for further details.*
- 12) Why is the risk lower if I click the button if my unit is already non-responsive?  
*Because you now know the status of your AAD.*
- 13) What happens when the button of a “non-responsive” unit is clicked?  
*Nothing.*
- 14) Will my battery life be affected by all of this extra button clicking and flashing of the LED?  
*No.*
- 15) Will I wear my push-button out if I click it before every jump?  
*No.*
- 16) My CYPRES is in the affected date range – what about all of the high-power “rare earth” magnets now being used on rigs (riser covers) and accessories (SkySystem’s “SkyTie”, etc.) - will these affect my CYPRES since electric and magnetic fields are related?  
*No, CYPRES is not affected by magnetic fields, and the units included in the Service Bulletin have no extra sensitivity.*
- 17) Do I have to do the test if I just switched my CYPRES on and it passes self-test just before I put my rig on?  
*No.*
- 18) I jump at a DZ where the landing area and airstrip are at different elevations, so I have to do an altitude adjustment each time prior to boarding. Do I also need to do this test?  
*No.*
- 19) Does the part get replaced with the older version during the update?  
*No, the “old version” part is no longer available.*
- 20) What does the update consist of?

*The update consists of both a hardware and a software portion.*

- 21) If a CYPRES can activate on the ground due to static, why not in the airplane on the carpeted floor?
- a) *During boarding, hand contact with the aircraft discharges any built-up static charge*
  - b) *While moving about in the aircraft, hand contact with the aircraft discharges any built-up static charge*
  - c) *While in the aircraft, the main canopy is packed and is not in contact with the carpeted floor*
- 22) Can my CYPRES have the problem (become non-responsive) in the airplane?  
*No, see the answer to # 21 above.*
- 23) Can my CYPRES become non-responsive while in freefall or during opening because of static?  
*CYPRES is in a different operating mode while in the air which changes things. The “non-responsive” situation has not occurred while in the aircraft, during freefall, or under canopy. It has only occurred while on the ground, and from our knowledge, in the packing area.*
- 24) If a non-responsive CYPRES can activate on the ground, isn't it also more likely to activate during a jump?  
*No, the risk of an inadvertent activation with a “non-responsive” unit while in the air is actually less than that with a functional CYPRES (for the same reason that it is more likely to have an inadvertent reserve deployment while using any AAD as compared to not using an AAD).*
- 25) How many times has this occurred?  
*Twentyone units have become “non-responsive” out of the 32,000 produced during this date range, one of which activated after landing while on a packing mat.*
- 26) Why don't you just “do the right thing” and recall of these CYPRES units?  
*Respectfully, we feel we are doing the right thing, by keeping safety first. Although the field test prior to each jump is an inconvenience to many skydivers, because of the nature of the “problem” and how it occurs, it is actually significantly more dangerous to be jumping without an AAD during the extended downtime that would occur of all were to be updated now, rather than performing the update in a controlled manner which includes our standard procedure of applying all applicable updates during the scheduled maintenance. If all CYPRES in the affected date range were updated now, it would take months and months which would result in a huge number of skydiver's being without an AAD during this time which is an enormous risk potential. In addition, take into consideration the logistics, expense, and delays of tens of thousands of extra reserve repacks, extra shipping, and for many international owners the shipping and customs hassles and expenses. The alternative is a simple click of the button during gear check. We feel taking all of this into consideration, together with the low*

*occurrence rate of the non-responsive situation, that this is the safest solution for now.*

- 27) What if I perform the test, and the LED does not flash (unit is “non-responsive”), but it still switches off after 14 hours?

*Make sure that you “click” the button. If the button is “pressed” for a second or more on any CYPRES, the LED will not flash (try it!). The key, as stated in the Service Bulletin is to “click” the button (meaning: press it for a very short time).*

- 28) Can a “non-responsive” CYPRES become responsive again on its own, or by continued clicking?

*No.*

- 29) Are Military CYPRES units in the date range also affected?

*Yes, all versions and models of CYPRES 2 units are affected.*